

Notice of Allowability

Application No.

09/995,042

Examiner

Jacques Veillard

Applicant(s)

WRIGHT ET AL.

Art Unit

2165

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to 12/12/2005.
2. ☒ The allowed claim(s) is/are 2,3,18-24,42-44 and 47.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some* c) ☐ None of the:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

* Certified copies not received: _____.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.

THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS (as "replacement sheets") must be submitted.
- (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review (PTO-948) attached
- 1) ☐ hereto or 2) ☐ to Paper No./Mail Date _____.
- (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date _____.
- Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

Attachment(s)

- | | |
|---|---|
| 1. <input type="checkbox"/> Notice of References Cited (PTO-892) | 5. <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 2. <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 6. <input type="checkbox"/> Interview Summary (PTO-413),
Paper No./Mail Date _____ |
| 3. <input type="checkbox"/> Information Disclosure Statements (PTO-1449 or PTO/SB/08),
Paper No./Mail Date _____ | 7. <input type="checkbox"/> Examiner's Amendment/Comment |
| 4. <input type="checkbox"/> Examiner's Comment Regarding Requirement for Deposit
of Biological Material | 8. <input checked="" type="checkbox"/> Examiner's Statement of Reasons for Allowance |
| | 9. <input type="checkbox"/> Other _____ |

DETAILED ACTION

1. This action is responsive to the applicant's amendment filed on 12/12/2005.
2. Claims 18, 24, 42 have been amended, and claims 1, 4-5, 7-17, 25-41, 45-46 canceled.
3. Claims 2, 3, 6, 18-24, 42-44, and 47 are pending.
4. In view of Applicant's amendment and remarks, filed December 12, 2005, Examiner has fully considered the amendment and remarks and believes that they are deemed to be persuasive.

Allowable Subject Matter

5. Claims 2,3, 18-24, 42-44, and 47 are allowed in light of the applicant's arguments and in light of the prior art made of record.

Reasons for Indicating Allowable Subject matter

6. The following is an examiner's statement of reasons for allowance: Applicant particular discloses a method and system for managing customer service request reports, comprising a mainframe database system wherein customer data has been received based on a plurality of requests. The examiner, upon searching a variety of databases, respectfully submits that -- *providing summaries of at least one of the generated reports to a computer acting as a printer emulator, importing selected data from the provided reports summaries on the printer emulator into a spreadsheet, and saving the spreadsheet on a computer acting as a terminal emulator--*, as recited in independent claims 18, 24, and 42, in conjunction with the other limitations of the claims are not taught or suggested by the prior art of record.

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The dependent claims, being further limiting to the independent claims, define and fully enabled by the Specification are also allowed.

The closest prior art Brandt et al. (U. S. Pat. No. 6,714,979) disclose a data warehousing infrastructure for the web/Internet based reporting system provides incremental, daily updates to data and allows users to report on either daily or monthly data. However, Brandt et al. taken singularly or in combination fail to disclose --“providing summaries of at least one of the generated reports to a computer acting as a printer emulator, importing selected data from the provided reports summaries on the printer emulator into a spreadsheet, and saving the spreadsheet on a computer acting as a terminal emulator”--, as recited in independent claims 18, 24, and 42. The closest prior art fails to anticipate or render Applicant’s limitations above obvious.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled “Comments on Statement of Reasons for Allowance.”

Points of Contact

7. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jacques Veillard whose telephone number is (571) 272-4086. The examiner can normally be reached on Mon. to Fri. from 9 AM to 4:30 PM, alt. Fri. off..

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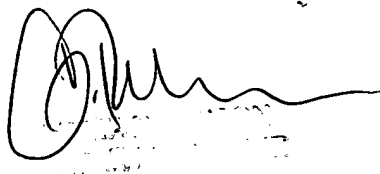
If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeffrey Gaffin can be reached on (571) 272- 4146. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

J.V.
J.V.

Jacques Veillard
Patent Examiner TC 2100

February 22, 2006

A handwritten signature in black ink, appearing to be 'J. Veillard', with a large, stylized initial 'J' and a long horizontal flourish extending to the right.